Express Mail No. EV301186389US : Title: Variable Compensation Tool and System

FOR CUSTOMER SERVICE AGENTS Inventors: S. Renee Starnes *et al.* Atty. Docket No.: 16319-07385

Sheet 1 of 2

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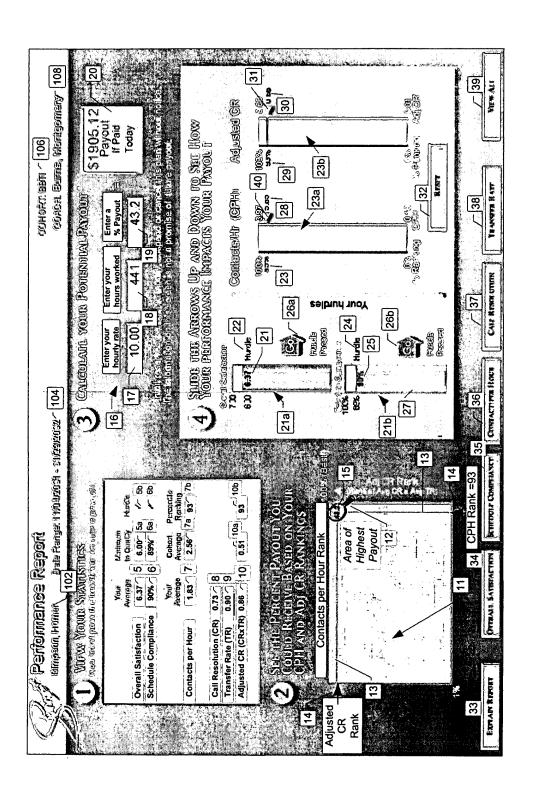


FIG. 1

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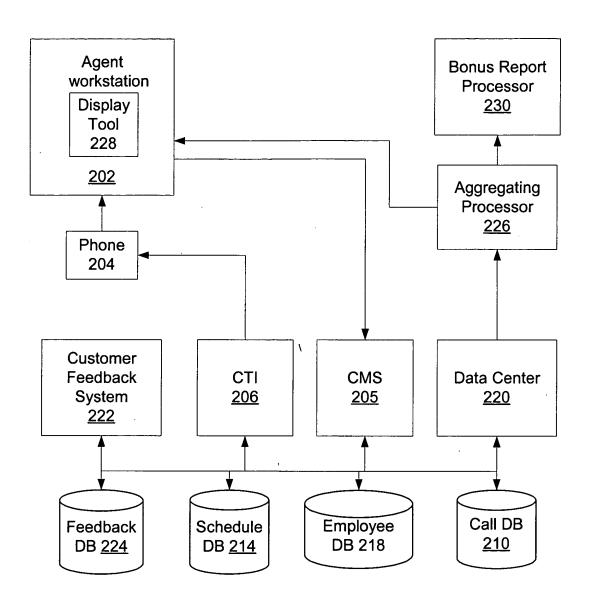


FIG. 2